



SW Region's "Eye on Training" is on  
NATIONAL SECURITY PERSONNEL SYSTEM (NSPS)

## COACHING AND COUNSELING

Army has identified four core competencies (Change Management, Interpersonal Communications, Coaching and Counseling, and Performance Management) that will assist supervisors and employees with the implementation of NSPS.

SW Region is pleased to offer Coaching Skills for Managers course on 27 October 2005 via VTT at no cost.

The SW Region is funding the tuition costs to participate. Off net sites will fund the off-net charges as appropriate.

### Coaching Skills for Managers

**27 October 2005**  
**0830-1600 CST**

Vendor: Champion Communications  
Instructor: Janie Walters

### Learning Objectives:

Upon completion of the course, the participants should be able to:

- Explain the difference between a coach and manager
- Identify characteristics of a coach
- Recognize coaching do's and don'ts
- Identify barriers to coaching
- State the most critically needed coaching assumption
- List expected benefits of coaching
- Explain key communication tools needed in coaching
- Understand major personnel motivators
- Understand how to coach people to change and through change
- Identify techniques for building relationships, trust, and self-belief
- Maximize face-to-face performance evaluations

### Course Outline:

- **FUNDAMENTALS OF COACHING**
  - Definition
  - Differences In Management Names
  - Characteristics
  - Do's And Don'ts
  - Barriers
  - Benefits
  - Critical Assumption
- **MAJOR ROLE PLAYED BY COMMUNICATION**
- **USING GOOD PERSONNEL MOTIVATORS**
  - Achievement/Advancement
  - Recognition
  - Praise
- **COACHING PEOPLE TO CHANGE AND THROUGH CHANGE**
- **TECHNIQUES FOR BUILDING:**
  - Relationships
  - Trust
  - Self-Belief
- **MAXIMIZING THE FACE-TO-FACE PERFORMANCE EVALUATION**

### REGISTRATION INFORMATION

Project Officer
Hans Hart 785-239-2740 (DSN 856) Email: <a href="mailto:Hans.Hart@us.army.mil">Hans.Hart@us.army.mil</a>
POC to Register Sites
Mary Sproat 785-239-0594 (DSN 856) Email: <a href="mailto:Mary.Sproat@us.army.mil">Mary.Sproat@us.army.mil</a>

### Customer Feedback

Your feedback and comments are valuable to us.



Manuel Smith, Chief, HRDD, SW Region  
785-239-0088  
[Manuel.Smith@cpocswr.army.mil](mailto:Manuel.Smith@cpocswr.army.mil)